



WAGERING ON A BETTER INTRANET

MANGOAPPS WINS ACROSS THE BOARD

Tatts Group's 3,500 employees spread around the world were stuck using an outdated intranet that didn't allow real-time communication, document collaboration, information sharing, the ability to post images and videos, and other critical features. Employees located outside the company's main offices couldn't even access the intranet at all.

MangoApps solved those problems with a Tatts-branded intranet that gives its employees in all locations access to the tools they need anywhere, any time, from any device. Now they can collaborate, share content, and more, so they get their jobs done quickly and efficiently.

COMPANY:

Tatts Group

HEADQUARTERS:

Brisbane, Australia

EMPLOYEES:

3,500 worldwide; 2,500 in Australia

OVERVIEW:

Tatts Group is Australia's largest non-casino gambling company. It runs the country's national lotteries and is also involved in sports wagering.

Tatts Group was founded in 1881, but management understood that the company needed to move away from its outdated 20th century intranet and step into the modern era if it wanted to improve employees' productivity. "We have people across Australia and the UK," explains Ashleigh Loughnan, Executive General Manager, People & Property, "so we needed to be able to communicate with them no matter where they were and what device they were using."



Carolyn Prendergast
Head of Corporate Communications

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Carolyn Prendergast, Head of Internal Communications, elaborates: "The company used to operate in various silos and didn't collaborate. Anybody outside the office simply couldn't get on the old intranet, so we couldn't do any real-time communication. Over time, we stopped using it as a communication tool and relied on email instead."

She adds: "We had other ongoing issues too. For example, uploading a video to the old intranet could take up to ten days to implement, which meant if we had something new and exciting we wanted to announce with a video, we couldn't do it."

Under the guidance of its new CEO, who sought to break down the silos, Tatts Group managers evaluated several options for replacing their legacy intranet, including MangoApps. "We needed something that would allow us to communicate and collaborate not only top down but horizontally as well," Prendergast says.

She explains why the management team settled on MangoApps: "We loved all the features MangoApps had. It forced us to think about using our intranet in new ways, which was exciting. We loved some of the extra features, like TinyTake and Huddle, and we found that we could customize our own apps. And, ultimately, the pricing was extremely competitive."

Internal Communications Partner Amanda Beh adds: "Mobile was very key to us. Being able to access the system externally was important too. And overarching all of that was being able to run the platform without a heavy technology involvement, so our technology team could focus on our product and not our intranet. We needed our team to be able to set up and maintain their own pages."

Solutions Architect Brad Townsend says of the implementation process: "MangoApps out of the box was able to meet all our requirements." Beh adds: "The support is fantastic. Any issues we've raised have been attended to quickly."

A COMMON PLATFORM

After Tatts' IT group worked with the MangoApps team to implement the solution with the company's unique branding, including its choice of fonts, colors, and other styles, Beh says that the new intranet "brings our team members together with one communication channel that reaches everyone: People who are in the office, out of the office, people who work on racetracks, technicians on the road, and so forth. And it provides a platform so people have the same communication tool in the palms of their hands."

Tatts Group employees rely on its new intranet to collaborate on documents, upload and share pictures and videos, track project milestones, discuss ideas, update each other about key event

dates, and more, regardless of where they are and what platform they're currently working on. The functionality is social media-like, which made it easy for employees to grasp the features and immediately start using the software, says Loughnan: "If you can use Facebook, you can use MangoApps. It's very intuitive."

In addition, integration with Microsoft Office and Outlook lets employees track document versioning history and create a shared, easily searchable repository for files. "The thing I like the most is the fact that I can get to my files whenever and wherever I am," says Antony Moore, Head of Retail for Lotteries. "We can collaborate on one document together rather than circulate it by email to update, or we can actually collaborate on a board to share ideas, which is more productive and more nimble."

Prendergast adds: "The collaboration space is the clear favorite. Our employees absolutely love the groups and projects, the fact that they can have all their information in one area and work on it together. With our previous intranet, we had extreme difficulties accessing it from outside our network. Having access to all our files from anywhere we like has been a massive bonus."

Creating and publishing intranet pages is easy too, says Beh: "I simply add a new page, and it gives me the boxes to create a heading and text, with set layouts. The best part is it's already pre-programmed with our font, our heading, and our color scheme, so I don't have to worry about HTML code or anything like that. As someone who is well-versed with Word documents, I find it very easy to use."

She adds: "Each team is responsible for their own content, updating it, engaging their own staff,

posting notes, and replying to feedback. It means people are taking ownership of their content and their messages."

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Ashleigh Loughnan
Executive GM,
People & Property

USED EVERY DAY

It's not uncommon for a new internal tool to fall out of favor inside a company as the honeymoon period ends and employees find that it doesn't really work the way they hoped, but that has not happened with MangoApps, says Beh: "I use MangoApps every day. I check it even when I'm out of the office. It's mobile, so I can access information whenever I need to."

She gives an example of how MangoApps has come to the rescue: "I answered my boss's phone the other day and it was a member of the public wanting to get a hold of one of our lottery offices. I didn't know it offhand, but I went on MangoApps and found the phone number so I could give it to the customer straight away."

Townsend sums up many Tatts Group employees' attitudes when he says: "Take something like Facebook, add a fully featured messaging tool, some online projects, document sharing, static content, put it on steroids, and you've got MangoApps."